



Rogers Fire Department ANNUAL OPERATIONS PLAN

**Tom C. Jenkins – Fire Chief
Allan Skogen – Deputy Fire Chief
Jake Rhoades – Deputy Fire Chief
Travis Hollis – Fire Marshal
Eddie Thompson – Battalion Chief
Bryan Hinds – Battalion Chief
David Whitlow – Battalion Chief**



January 2010 Summary of Compliance

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
Administration and Leadership				
AS 1. General Administration	Ensure emergency response performance standards on scene are safe, efficient and in conformance with adopted RFD policies and guidelines.	Respond to emergency scenes involving fire, emergency medical, HazMat and technical rescue to view that operational standards are followed. Conduct monthly activity reports to determine workload and review NFIRS incident log.	Monthly activity report posted for the month of January on the website and distributed to City Council.	
AS 2. General Administration	Develop department plans and SOPs based on SOP accountabilities, national guidelines and city strategies.	Review department plans and annual goals as well as SOPs on a quarterly basis (January, April, July, October)	No Action – Quarterly Review	
AS 3. General Administration	Develop budget with priorities based on the current fiscal year goals and section needs.	Create inter-department budget goals for capital, expansion and operating by July in preparation for presentation to city finance and administration.	No Action – Annual Review	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
AS 4. Professional Development	Increase professional skills and training levels by funding and providing professional growth opportunities.	1. Ensure that all Chief Officers attend at least one (1) outside training seminar per fiscal year each.	Allan Skogen – Emergency Medical Dispatch Quality Assurance Course; Bentonville, Jan. 2010	
AS 5. Professional Development	Increase professional skills and training levels to all members by providing internal opportunities for leadership development and communication of department issues.	Ensure officer development occurs on a quarterly basis and that meetings of company officers occur each month with a regimented agenda and discussion session. This shall be integrated into the department’s training calendar.	January 2010 Officer Development: Disciplinary Records and Documentation (CO Mtg) January 18, 2010 – Future Company Officers Course held at Training Center	
AS 6. General Administration	Provide continued compliance with industry standards and operating recommendations.	Ensure RFD operations and goals coincide, as feasibly as possible, with the recommendations of the Insurance Service Office, and the Fire Service Accreditation (CFSAI) Group.	Annual Review – No Action	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
AS 7. Research and Development	Ensure continued involvement in research to improve efficiency and effectiveness of operations.	Provide resources and personnel to ensure RFD involvement in local, regional and national research projects.	January 2010 – Deputy Chief Rhoades participated in an applied research project for the National Fire Academy, survey over eighty different fire service professionals from across the country.	
AS 8. General Administration	Participate in local government projects and events for fire department recognition and involvement.	The RFD should provide resources as available to city events and projects to provide input, direction and general assistance.	January 2010 – Benton County 911 Board (Chief Jenkins), Benton County Fire Protection Association (Chief Rhoades), Benton Count Dive Board (Chief Jenkins), Rogers Public Schools Emergency Preparedness Event (PIO Dean), Northwest Arkansas Fire Training Officers Association Meeting (Chief Rhoades), Camp Sunshine Planning Meeting (PIO Dean)	
AS 9. General Administration	Evaluate all personnel annually as part of an on-going evaluation program.	The RFD should ensure all personnel are properly evaluated, with required documentation, annually.	January 2010 - 12 performance evaluations completed	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
AS 10. Fiscal Administration	Monitor the budget of all revenue and expenditure lines to ensure appropriate management.	The RFD shall record and manage monthly budget status of all lines and ensure a budget surplus.	January 2010 – Budget reviewed and posted in fire department administration. With 8.3% of the year completed, the RFD expended \$858,052.85 (11% of the total budget).	
AS 11. General Administration	Increase efficiency of department physical resources operations through continued improvement.	The department should evaluate critical physical resource needs to anticipate needs and expenditures prior to the need becoming recognized by field personnel.	Annual Review – No Action	Analysis of fleet needs shall occur through the inspection of apparatus by command staff each year and through a meeting that includes Captains from the field operations section.
AS 12. General Administration	Maintain awareness of station and facility needs through inspection and improvement.	The department should evaluate facilities to identified problems and anticipate needs prior to critical situations occurring.	Annual Review – No Action	Analysis of facility needs shall occur through the inspection of each department building by command staff each year.
AS 13. General Administration	Maintain awareness of special team needs.	The department should evaluate its special teams (ARFF, SOT, SERU) to identify problems and anticipate needs prior to critical situations occurring.	January 2010 – Chief Rhoades attended the SOT Leadership Meeting	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
AS 14. General Administration	Publish a quarterly department newsletter to disseminate important information.	Number of distributed copies of newsletter and verification that newsletter is posted on department website.	Newsletter to be published in March 2010.	
AS 15. General Administration	Conduct meetings with the following groups at the specified intervals: Command Staff, weekly Company Officers, monthly Entire Dept, quarterly	Number of meetings held in each category	Command Staff Meetings: 1/5, 1/11, 1/18, 1/25 Company Officer Meetings: 1/6, 1/7, 1/8	
AS 16. General Administration	Review SOPs and implement new policies as the need arises.	Number of SOPs developed/revised and implemented at quarterly department meetings.	Current SOPs in revision: SOP 147 (Light Duty), SOP 608 (Chemical Protective Clothing), SOP 609 (Rescue Rope), SOP 610 (Gas Monitors)	
AS 17. General Administration	Ensure Command Staff attendance at City council meetings.	Number of City Council meetings attended	January 12 City Council Meeting – Chief Jenkins, Chief Rhoades, EMC Watson, Truck 1 (B), Medic 1 (B) January 26 City Council Meeting – Chief Jenkins, Chief Rhoades, EMC Watson	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
AS 18. General Administration	Survey our citizens that we have responded to in order to determine our strengths and weaknesses in customer service.	<ol style="list-style-type: none"> 1. Number of surveys distributed 2. Number of surveys returned 3. Average score 	Survey system not implemented.	
AS 19. General Administration	Ensure the reporting and appropriate handling of maintenance issues within the fire department.	<ol style="list-style-type: none"> 1. Number of work orders received via the electronic reporting system 2. Number of work orders outstanding 	January 2010 – <ol style="list-style-type: none"> 1. 60 work orders received 2. 16 work orders outstanding 74% closure rate	
AS 20. Reserved				

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
Emergency Medical Services Section				
EMS 1. Emergency Scene Response	Ensure proper medical protocols are followed and that interventions are used that are appropriate and necessary.	Respond to emergency incidents and through the quality assurance process, demonstrate effective and proper EMS skills. IV success should be > 80% and intubation success should be > 90%. Also count the number of Level II QA/QI reports conducted.	January 2010 – IV Success 77% (117/151) Intubation Success 50% (3/6)	
EMS 2. Emergency Scene Response	Maintain or exceed the adopted emergency response time standard for emergency medical care in and outside of city limits.	Respond to emergency medical scenes within four (4) minutes, 90% of the time, within the city limits and within eight (8) minutes, 90% of the time, when response to areas outside the city limits.	January 2010 – Citywide Average Response Time: 7:00min (Includes both inside and outside city limits) Range: 5:05 – 8:56	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
EMS 3. Emergency Scene Response	Improve cardiac survival rates during medical emergencies involving patients in cardiac arrest.	Respond to emergency scenes involving patients who are in cardiac arrest and provide necessary basic and advanced life support at an appropriate level. Equipment failure should occur <1% of the time and a survival rate of 20% or greater should be attempted (ROSC).	Return of Spontaneous Circulation undetermined for January 2010.	Cardiac survival rates and equipment failure shall be monthly topics of review in EMS / Quality Assurance Board meeting and reported to the PIO for Monthly Activity Reporting.
EMS 4. Emergency Scene Response	Reduce lost time to Communicable Disease and Infectious Disease of firefighting personnel when exposed.	Deliver infectious control training and ensure proper follow-up to all possible exposure cases.	No infection control classes held.	Count the number of infectious disease exposure each quarter.
EMS 5. Inspection & Maintenance	Reduce Medical supply shortages and equipment malfunctions on all EMS units.	Minimum required inventories of equipment established and needs communicated to purchasing authorities.	January 2010 – Shortage of Fentanyl. Determined to be related to a backorder with the distributor or manufacturer.	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
EMS 6. Personnel Administration	RFD will oversee comprehensive quality improvement program EMS program.	<ol style="list-style-type: none"> 1. Conduct a minimum eight (8) EMS CEU classes per year (2 per quarter) 2. Ensure 100% recertification of EMT-Basic and EMT-Paramedic employees 3. Produce at least three (3) new EMT-Paramedics annually 	January 2010 – Paramedic refresher training conducted.	
EMS 7. Emergency Scene Response	Recognize ST segment elevation myocardial infarction (STEMI) incidents in the field and produce an on scene to hospital arrival time of less than 45 minutes.	Through the quality assurance process, review STEMI occurrences each month and review with medical control as necessary.	January 2010 - No information collected regarding STEMI occurrences.	
EMS 8. Quality Assurance	Review specified emergency medical incidents for quality assurance.	Number of Level II QA/QI meetings and reason for review.	January 2010 – 3 cardiac arrest cases reviewed by EMS Advisory Committee as provided by policy.	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
EMS 9. Emergency Medical Dispatching	Review 12% of all emergency medical E911 calls for compliance with National Academy of Emergency Dispatch standard of care.	Number of EMS Calls, number of EMS Calls where EMD was reviewed (> or = 12%)	1. 296 EMS Calls 2. 60 E911 calls received at the 911 Center were handled by EMD certified dispatchers. 3. Eight E911 calls that received EMD protocols were reviewed for quality. (3% of total EMS calls) 4. The average score of the reviewed calls was 77.8% 5.	
EMS 10. Fiscal Administration	Ensure that ambulance reimbursement revenue meets monthly projections for the fiscal year.	Amount of EMS revenue collected and percentage collected for the fiscal year.	January 2010 - \$62,236.74 collected or 7% of the FY2010 budget.	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
Training Section				
TS 1. General Administration	We will deliver annual Hazardous Materials Refresher training for Operations and Technician level responders.	Members shall receive a minimum of twenty-four (24) refresher hours to include classroom and practical instruction pursuant to NFPA 472 and applicable ADEM requirements.	Annual Review – No Action	
TS 2. General Administration	Provide developmental training for company officers and chief officers in compliance with NFPA 1021.	Conduct monthly review of training hours for current Company Officers, to include training courses, officer meetings, etc	Company Officer meetings held January 5-7, 2010. Future Company Officers Course held on January 18, 2010.	
TS 3. General Administration	We will provide a basic firefighter academy class to all new probationary members of the RFD.	Ensure all probationary members complete an RFD academy as described in policy.	Annual Review – No Action	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
TS 4. General Administration	We will continue to deliver training that is required annually for all personnel:	Deliver courses as specified in the RFD annual training plan and calendar.	In January, the ATP required two hours of EMS training and four hours of Fireground Operations. The ATP was modified as Paramedic Refresher replaced the EMS training and Fireground Operations was moved to February 2010.	
TS 5. General Administration	Ensure all personnel continue to meet the requirements of NFPA 1001, 472, 1002, as required.	Require all members to complete a “company standards” workbook, as assigned quarterly.	Company standards workbooks issued in January 2010. Due by March 31, 2010.	
TS 6. Inspection and Maintenance	We will continue to monitor the department’s training manuals.	Purchase identified needs for IFSTA manuals for station inventory every year. All new firefighters should receive applicable manuals for NFPA 1001 and 472 compliance.	Annual Review – No Action	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
TS 7. General Administration	We will ensure driver's training is conducted for members as described in policy.	New apparatus will mandate training by all members of the department. New members will submit to a relief driver's training program, prescribed by policy. Annual review of adherence to policy will occur.	Annual Review – No Action	
TS 8. General Administration	The Special Operations Team will receive necessary training and competency evaluation.	<p>Each year members of the SOT will submit to competency evaluations as determined by the SOT coordinator and command staff.</p> <p>Each year the SOT training needs shall be evaluated and submitted for budgetary purposes.</p>	Annual Review – No Action	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
TS 9. General Administration	The Aircraft Rescue and Firefighting Team (ARFF) shall receive necessary training and competency evaluation.	Each year members of the ARFF team will complete FAA required live burn training. Selected leaders of the team will also be provided with an opportunity for advanced level training, as determined by the ARFF coordinator and command staff.	Annual Review – No Action	
TS 10. General Administration	Review, audit, and purge training records of all members annually.	Percentage of records reviewed and audited.	All training records were audited in January 2010.	
TS 11. General Administration	Increase the level of hazardous materials training to Haz-Mat Technician for at least 80% of the members.	Percentage of members certified as Haz-Mat Technicians.	Annual Review – No Action	
TS 12. National Fire Academy	Encourage attendance of National Fire Academy residency courses by department members.	Number of National Fire Academy Courses attended.	Annual Review – No Action	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
FIELD OPERATIONS SECTION					
FO 1. Emergency Response Management	We will respond with a minimum of 3 persons on all fire engines (27 Man Minimum)	1. Percent of companies responding with 3 personnel	100% compliant	100% compliant	100% compliant
FO 2. General Administration	<p>1. Determine injuries and acts responsible for firefighter injuries using data gathered from Human Resources Dept.</p> <p>2. Develop action plan to reduce identified injuries</p>	1. Complete Study by December 1 of every year	<p>List reoccurring injuries and potential ways to mitigate (all shifts):</p> <p>January 2010 – 2 injuries, lower back</p>		

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
FO 3. General Administration	We will make daily apparatus checks and report any prudent findings. Weekly, apparatus and equipment will be thoroughly inspected. SCBAs, pumps, ladders and hand/power tools will be maintain monthly according to SOP.	The numbers of times apparatus weekly check sheets are not turned in shall be recorded. (52 weeks per apparatus = 100% compliance)	Percentage of Time Compliant: 0% - Apparatus check sheets not completed for use by field operations	Percentage of Time Compliant: 0% - Apparatus check sheets not completed for use by field operations	Percentage of Time Compliant: 0% - Apparatus check sheets not completed for use by field operations
FO 4. General Administration	We will provide a quality level of protection for life and property by maintaining effective geographical company distribution for rapid response to fire and rescue emergencies.	4 minute response time after “responding” 90% of the time, excluding mutual aid responses. Review annually.	Annual Review – No Action	Annual Review – No Action	Annual Review – No Action
FO 5. Personnel Administration	We will schedule all members for mandatory medical physicals as recommended by NFPA 1582.	All members of the RFD shall received medical physicals compliant to NFPA 1582 at intervals dictated by policy.	Physicals scheduled for February-March	Physicals scheduled for February-March	Physicals scheduled for February-March

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
FO 6. Personnel Management	We will recommend applicants for outside training opportunities based on defined personal goals, defined benefit to the RFD, prior participation, available staffing and funds.	At least six (6) members per shift shall attend full-day outside training or conference opportunities on an annual basis. (6 events total per shift = 100% compliance)	None	None	January 2010 – Captain Doug Earp, 24hrs – EMD-Q Class
FO 7. Personnel Management	We will notify Command Staff of all fireground injuries.	Number of occurrences	No fireground injuries	No fireground injuries	No fireground injuries
FO 8. General Administration	We will review monthly activity and take appropriate action when outputs are unacceptable (response time, NFIRS incomplete status).	Number of criteria determined to be unacceptable each month.	Monthly Review: January 2010: Station 7-C – Turnout time		
FO 9. Personnel Administration	We will review all leave data to assure compliance with policy and identify actions required to improve company staffing.	1. Daily review and monthly analysis of leave data 2. Number of overtime hours, per shift	Number of sick leave hours used each month (Non WC): 80 hours Number of hours of overtime used each month: 33 hours	Number of sick leave hours used each month (Non WC): 87 hours Number of hours of overtime used each month: 45 hours	Number of sick leave hours used each month (Non WC): 203 hours Number of hours of overtime used each month: 24 hours

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
FO 10. General Administration	We will analyze all data relative to all facets of Field Operations and actively facilitate the accomplishment of department performance standards	Yearly activity report analyzed and discussed to evaluate potential improvements in response ability.	No Action – Annual Review	No Action – Annual Review	No Action – Annual Review
FO 11. General Administration	We will operate within appropriated funds	Expenditures will not exceed appropriations in Field Operations. Affected budget lines: - Overtime - Fuel - Vehicle Maintenance - Operating Sup.	Overtime: \$8,132.01 expended, 7% of the budgeted amount Fuel: \$5,693.70 expended, 8% of the budgeted amount Vehicle Maintenance: \$5,466.77, 6% of the budgeted amount Operating Supplies: \$2,976.81 expended, 7% of the budgeted amount		
FO 12. Personnel Administration	We will conduct a Post Incident Analysis of all working incidents (residential, commercial or otherwise) where multiple lines attack are laid within five working shifts	Number of incidents analyzed via a Post Incident Analysis.	No Post-Incident Analysis conducted	One Post-Incident Analysis conducted; 1/28/2010 – Building Fire, 6417 Mt Hebron Road	Three Post-Incident Analysis conducted 1/4/2010 – House Fire, 1005 N Arkansas St 1/4/2010 – House Fire, 2401 McKinley Blvd 1/29/2010 – House Fire, 711 Woodland Drive

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
FO 13. General Administration	We will create and maintain records on attendance, training, public education, presentations, incident reports, staffing, promotions, transfers, apparatus location and others as required	All records will be current and accurately maintained and available in the computer or paper-based department system	Records created as specified in policy and operating practice.	Records created as specified in policy and operating practice.	Records created as specified in policy and operating practice.
FO 14. General Administration	We will conduct department business within the terms and conditions of departmental policies and city ordinances.	All department business sessions (SOP implementation, etc) shall be conducted pursuant to conditions provided in the SOP and standard practice.	All business session conducted as specified in policy and operating practice.	All business session conducted as specified in policy and operating practice.	All business session conducted as specified in policy and operating practice.
FO 15. Emergency Response Management	We will investigate all fire department vehicle accidents within 24 hours	<ol style="list-style-type: none"> 1. Number of accidents investigated. 2. Number of accidents resulting in corrective action. 	No accidents.	No accidents.	No accidents.

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
FO 16. Inspections and Maintenance	We will keep all uniforms and PPE clean, and orderly; tools will be kept in the same general locations	Company officers shall ensure compliance at their fire stations. Number of non-compliance events corrected by BC's and above.	Uniforms compliant.	Uniforms compliant.	Uniforms compliant.
FO 17. Personnel Administration	We will monitor daily staffing levels to ensure that Aircraft Rescue Firefighting (ARFF) and Special Operations (Haz-Mat and Technical Rescue) are adequately staffed.	Station 3 shall be staffed with a minimum of two (2) ARFF certified members and Truck 5 shall be staffed with a minimum of three (3) SOT members.	January 2010 – ARFF – 100% Compliant SOT – 100% Compliant	January 2010 – ARFF – 100% Compliant SOT – 100% Compliant	January 2010 – ARFF – 100% Compliant SOT – 100% Compliant
FO 18. Personnel Administration	We will participate in physical fitness in accordance with current department policy.	Number of hours recorded per member, per month	Physical fitness time is being recorded, however record system is unable to produce a total amount by shift.	Physical fitness time is being recorded, however record system is unable to produce a total amount by shift.	Physical fitness time is being recorded, however record system is unable to produce a total amount by shift.

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
FO 19. General Administration	We will gather all pertinent information to complete NFIRS form and identify and request needed assistance from other agencies.	Number of incomplete or missing NFIRS reports as identified through quality control.	No missing NFIRS reports.	No missing NFIRS reports.	No missing NFIRS reports.
FO 20. Inspections and Maintenance	We will inspect for damage, flow and lubricate 100% of all city hydrants annually and report damaged or inoperable hydrants	Percent of hydrants tested and documentation recorded	No Action – Annual Review	No Action – Annual Review	No Action – Annual Review
FO 21. Personnel Administration	We will inspect all members uniforms for defects, cleanliness, damage and other unsatisfactory conditions which would warrant repair or replacement	Number of members uniforms inspected annually – Display the percentage of PPE Inspected annually.	No Action – Annual Review	No Action – Annual Review	No Action – Annual Review
FO 22. Inspections and Maintenance	We will annually test all hose as required by NFPA standard 1961	1. Number of hose sections tested 2. Number of hose sections failed	No Action – Annual Review	No Action – Annual Review	No Action – Annual Review

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
FIRE PREVENTION SERVICES SECTION				
Inspections and Code Enforcement				
FP 1. General Administration	We will reduce the loss of lives and property from fire and other preventable accidents.	1. Press release issued on subject.	January 2010 – 21 press releases issued.	
FP 2. General Administration	We will actively investigate all suspicious and high dollar loss fires to ensure proper follow-up to all pertinent incidents.	1. Number of investigations performed 2. Number of arson fires	1. Two investigations completed 2. No incendiary fires	
FP 3. General Administration	We will track and attempt to intervene in all fires involving juvenile fire setters.	Number of interventions and number of juvenile fires.	January 2010 – No JFS interventions	
FP 4. General Administration	We will achieve an increased level of safety for the community by ensuring that buildings meet or exceed the standards provided by ICC based codes.	1. Number of inspections conducted by RFD inspectors (not fire companies)	January 2010 – 113 Fire inspections, 6 plan reviews, 11 violations issued, no citations issued.	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
FP 5. General Administration	Protect firefighters and the community from environmental and fire hazards at sites containing EPA listed Extremely Hazards Substances (EHS).	<ol style="list-style-type: none"> 1. Determine number of Tier II EHS sites. 2. Number of Tier II EHS sites inspected. 3. Number of updates or pre-fire plans provided to field operations personnel 	Annual Review – No Action	
FP 6. General Administration	Provide review of false alarms and ensure the false alarm ordinance, when appropriate.	<ol style="list-style-type: none"> 1. Number of false alarms. 2. Number of properties with reoccurring false alarms within the month. 3. Number of notices or fines sent within the month. 	January 2010 - <ol style="list-style-type: none"> 1. 47 false alarms 2. No reoccurring false alarms. 3. No notices or fines distributed. 	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
Public Education Function				
PE 1. General Administration	We will deliver a comprehensive Public Education program to school children.	Number of programs delivered.	January 2010 – 1. 6 public education events with 1,081 people in total attendance	
PE 2. General Administration	We will develop a program to conduct smoke detector checks and installations at local residences.	Number of smoke detectors installed.	January 2010 - 12 smoke alarms installed	
PE 3. General Administration	We will use the website as both a public education tool and a public relations tool.	Number of website visits.	January 2010 – 2,485 Page Loads 1,678 Total Visitors 1,283 First Time Visitors	